# GOVERNMENT OF INDIA
# COMMUNICATIONS
# LOK SABHA

UNSTARRED QUESTION NO:4522
ANSWERED ON:18.12.2000
DELAY IN DELIVERY OF MONEY ORDERS
BHARTRUHARI MAHTAB;M. CHINNASAMY;PRABHUNATH SINGH

**Will the Minister of COMMUNICATIONS be pleased to state:**

(a) The number of Money Orders sent from various Post Offices of Punjab to U.P. during the last three years;

(b) Whether the Money Orders are reaching very late due to negligence and carelessness of the employees;

(c) If so, whether such cases have also occurred in Tamilnadu;

(d) If so, the details thereof; and

(e) The steps taken by the Government to avoid such delays in future?

## Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS( SHRI TAPAN SIKDAR )

(a) Number of money orders booked from post offices of Punjab for Uttar Pradesh during the last three years are:

| Year | No. of money orders booked |
|---|---|
| 1997-98 | 8,23,575 |
| 1998-99 | 7,60,448 |
| 1999-2000 | 6,55,380 |

(b) No, Sir. Complaints received in this regard shows that there is delay in respect of some of these Money Orders only and the reasons for that are:

i) Illegible, incomplete addresses written by remitters of Money Orders,
ii) Low line-limits on foot/cycle lines for conveyance of cash due to situation in the area,
iii) Delay in transmission due to delayed trains, flights and buses.
iv) Natural calamities causing disruption of communication. Human failures have been found responsible for only a few of such complaints.

(c) Occasional complaints are received about delayed payment of money orders in Tamil Nadu.

(d) During the past three years, the number of complaints received about delay in payment of money order in Tamil Nadu Cicle are:

| Year | No. of complaints about delay in payment Of money orders |
|---|---|
| 1997-98 | 2533 |
| 1998-99 | 4182 |
| 1999-2000 | 3080 |

On an average, during these three years 14% of the money order complaints were for delayed payments.

(e) In order to overcome constraints and ensure prompt and effective payment of money orders, various features of the service are reviewed continually and the following steps have been taken:

i) 62 more High speed V.SAT stations are being set up during the current Annual Plan.
ii) Every complaint is immediately enquired into and in case no reply is received within 10 days from the paying office, there is provision to issue duplicate money order.

iii) Close coordination is kept with the transport authorities for punctual, regular and timely conveyance of mails.
iv) Checking squads have been formed at the headquarters of each Circle to pay surprise visits to check on prompt payment of money orders.
v) A random check of prescribed number of money orders paid is carried out every month by the supervising officers to detect delay in payment and initiate suitable action.
vi) Periodic special drives are launched to ensure prompt settlement of complaints.
vii) A senior officer has been designated in each circle/region to keep a watch over prompt payment of money orders.
viii) Deterrent action is taken against officials found responsible for any inadequacy of service.